



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Pharmacy Administrative Assistant

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

The Pharmacy Administrative Assistant provides efficient administrative and operational support to the Pharmacy Department at RMH. Working as part of a multidisciplinary team, the role is responsible for delivering high-quality administrative services, coordinating day-to-day departmental processes, maintaining accurate records, and supporting effective communication across the service. The position plays a key role in ensuring the smooth operation of the department while contributing to exceptional patient care and a positive experience for staff, patients, and stakeholders.

RMH requirements

- ## Administrative Support

- ## Financial and Resource Administration

- ## Workforce and Team Support

- Assist with onboarding and orientation activities for new staff.
- Maintain workforce records, training records, staff contact lists and other departmental personnel information.
- Support workforce administration processes, including roster maintenance, leave management and staff record keeping.

- ## Reporting and Information Management

- ## Continuous Improvement

- ## KEY RELATIONSHIPS

External

- External Service Providers
- Healthcare and Professional Organisations
- Pharmaceutical companies and representatives

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Demonstrated experience in an administrative support role within a complex organisation.
- Excellent written and verbal communication skills.
- High level attention to detail and commitment to accuracy.
- Strong customer service and stakeholder engagement skills.
- Advanced skills in Microsoft Office applications, particularly Outlook, Word, Excel, SharePoint and Teams.
- Demonstrated ability to work independently and as part of a team.
- Ability to maintain confidentiality and manage sensitive information appropriately.
- Proven problem-solving skills and ability to use initiative.
- Demonstrated commitment to continuous improvement and efficient work practices.
- Valid Working with Children's Check, Police Check and Immunization Assessment

Desirable:

- Experience working in a healthcare environment.
- Experience with rostering, workforce administration or payroll-related processes.
- Experience with financial administration, purchasing or invoice processing.
- Experience maintaining records, databases and information systems in a workplace environment

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- **First Nations Commitment**

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- **Child Safe Standards**

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- **Equal Opportunity and Accessibility**

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- **Thriving Together**

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date _____